

Ms Stephen,

I refer to the complaint you raised regarding your treatment by NSW Ambulance paramedics on 15/10/15. I apologise for the delay however this required thorough investigation by NSW Ambulance.

The concerns you raised have been investigated by the NSW Ambulance Clinical Review Group.

The Clinical Review Group determined (based on all the information available to them) that

- you should have been transported on your first presentation.
- there were areas for improvement on behalf of the attending paramedics.

As a result of the investigation, a Clinical Training Officer will be meeting with the attending paramedics and providing them with education and counsel relating to this matter.

I thank you for raising your concerns with us and allowing NSW Ambulance to continually improve the standard of care we deliver to our patients.

Please accept our sincere regret for any stress that may have been caused as a result of this incident.

Regards

[Redacted Signature]

**Acting Duty Operations Manager/Western Sector/Zone2/ Area 1**

30 Thornton st, Wellington NSW 2820

p: [Redacted] | email: [Redacted]

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